

Appl. No. 09/785,048
Amdt. dated March 8, 2006
Reply to Office action of December 8, 2005

Amendments to the Claims:

The listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (previously presented) A script compliance method for evaluating compliance of a live agent with a script from which the live agent reads when conducting a voice interaction with a live customer, the method comprising at least the following:
 - conducting the voice interaction between the live agent and the live customer in accordance with the script,
 - dividing data representing a portion of the voice interaction into a plurality of panels after being spoken by the live agent, wherein the panels correspond to respective sections of the script, and
 - evaluating data representing a portion of the voice interaction with an automatic speech recognition component adapted to analyze the portion of the voice interaction and to determine a score representing a degree with which the live agent complied with the script during the portion of the voice interaction.
2. (previously presented) The script compliance method of claim 1 wherein said live agent is a telemarketing agent.
3. (original) The script compliance method of claim 2 wherein said script includes an offer of goods or services.
4. (original) The script compliance method of claim 1 wherein said voice interaction is carried on a communications network.
5. (original) The script compliance method of claim 4 wherein said communications network is a publicly switched telephone network (PSTN).
6. (original) The script compliance method of claim 4 wherein said communications network is the internet.

Appl. No. 09/785,048
Amdt. dated March 8, 2006
Reply to Office action of December 8, 2005

7. (original) The script compliance method of claim 4 wherein said communications network includes a wireless component.
8. (original) The script compliance method of claim 4, wherein said voice interaction is a telephone call.
9. (previously presented) The script compliance method of claim 8, wherein said telephone call is initiated by said live customer client.
10. (previously presented) The script compliance method of claim 1 wherein evaluating includes:

converting data representing said voice interaction into a digital signal comprising a spectral representation of said voice interaction,

comparing said digital signal to a reference standard comprising a known vocabulary, and

matching said digital signal to words and phrases contained in said reference standard.
11. (previously presented) The script compliance method of claim 1 further comprising:

performing an action based upon a determination obtained from said evaluating.
12. (previously presented) The script compliance method of claim 11, wherein performing an action comprises transmitting a signal to said live agent corresponding to said determination.
13. (previously presented) The script compliance method of claim 11, wherein performing an action comprises transmitting a signal to a reviewing authority corresponding to said determination.
14. (previously presented) The script compliance method of claim 11, wherein performing an action comprises causing an entry to be made in a script compliance incentive system.
15. (previously presented) The script compliance method of claim 1, further comprising:

reviewing the determination of the score.
16. (previously presented) The script compliance method of claim 1, wherein the score is assigned by the automatic speech recognition component.

Appl. No. 09/785,048
Amdt. dated March 8, 2006
Reply to Office action of December 8, 2005

17. (previously presented) The script compliance method of claim 1, further comprising assigning a respective score to each panel.

18. (previously presented) A system for evaluating compliance of a live agent with a script from which the live agent reads when conducting a voice interaction with a live customer via a communication network adapted to support the voice interaction, the system comprising at least the following:

a script compliance module including at least an automatic speech recognition component adapted to analyze data representing a portion of the voice interaction spoken by the live agent, the data being divided into a plurality of panels after being spoken by the live agent, with the panels corresponding to respective sections of the script, and to determine a score representing a degree with which the live agent complied with the script during that portion of the voice interaction, and

means for causing one or more actions to be taken based upon the determination by the automatic speech recognition component.

19. (cancelled)

20. (cancelled)

21. (original) The system of claim 18 further comprising a call center including a plurality of agent workstations.

22. (original) The system of claim 21 wherein each said agent workstation includes a telephone and a computer terminal.

23. (previously presented) The system of claim 18 wherein said live agent is a telemarketing agent.

24. (previously presented) The system of claim 18 wherein said live agent is a customer service agent.

25. (previously presented) The system of claim 18 wherein said means for causing one or more actions comprises means for transmitting a signal to said live agent corresponding to said determination.

Appl. No. 09/785,048
Amdt. dated March 8, 2006
Reply to Office action of December 8, 2005

26. (previously presented) The system of claim 18 wherein said means for causing one or more actions comprises means for transmitting a signal to a reviewing authority corresponding to said determination.

27. (previously presented) The system of claim 18 wherein said means for causing one or more actions comprises means for causing an entry to be made in a script compliance incentive system.